

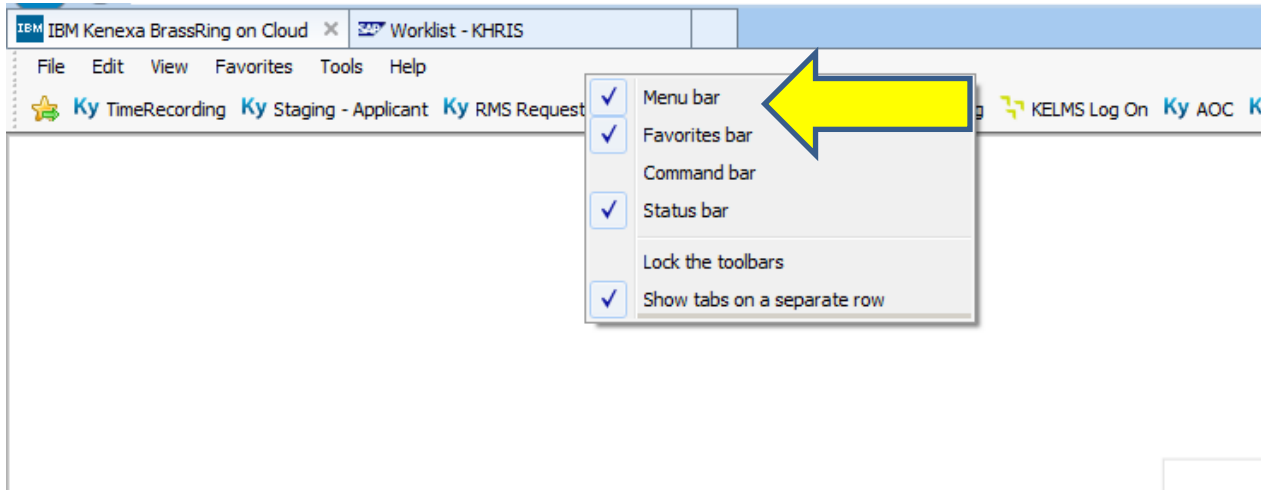


COS - How to Clear the Cache & set Pop-up Blocker Exceptions (Instructions for Internet Explorer only)

How to Clear the Cache & set Pop-up Blocker Exceptions

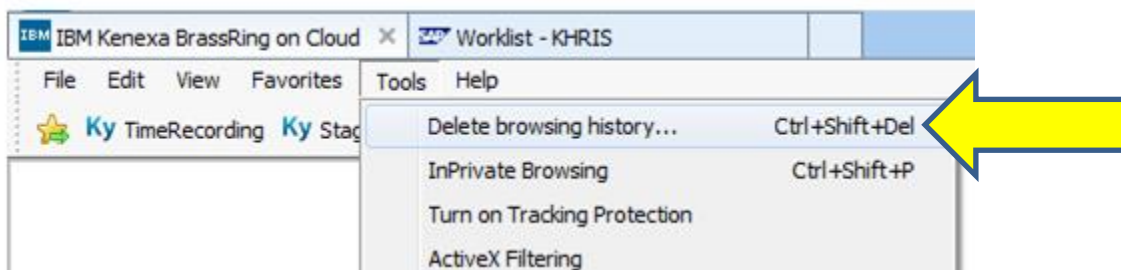
Using Internet Explorer, go to the log in page for COS (this works for Staging and for Production).

Add the menu bar if it is not visible by right-clicking in the ribbon area and checking the option to add *Menu Bar*.

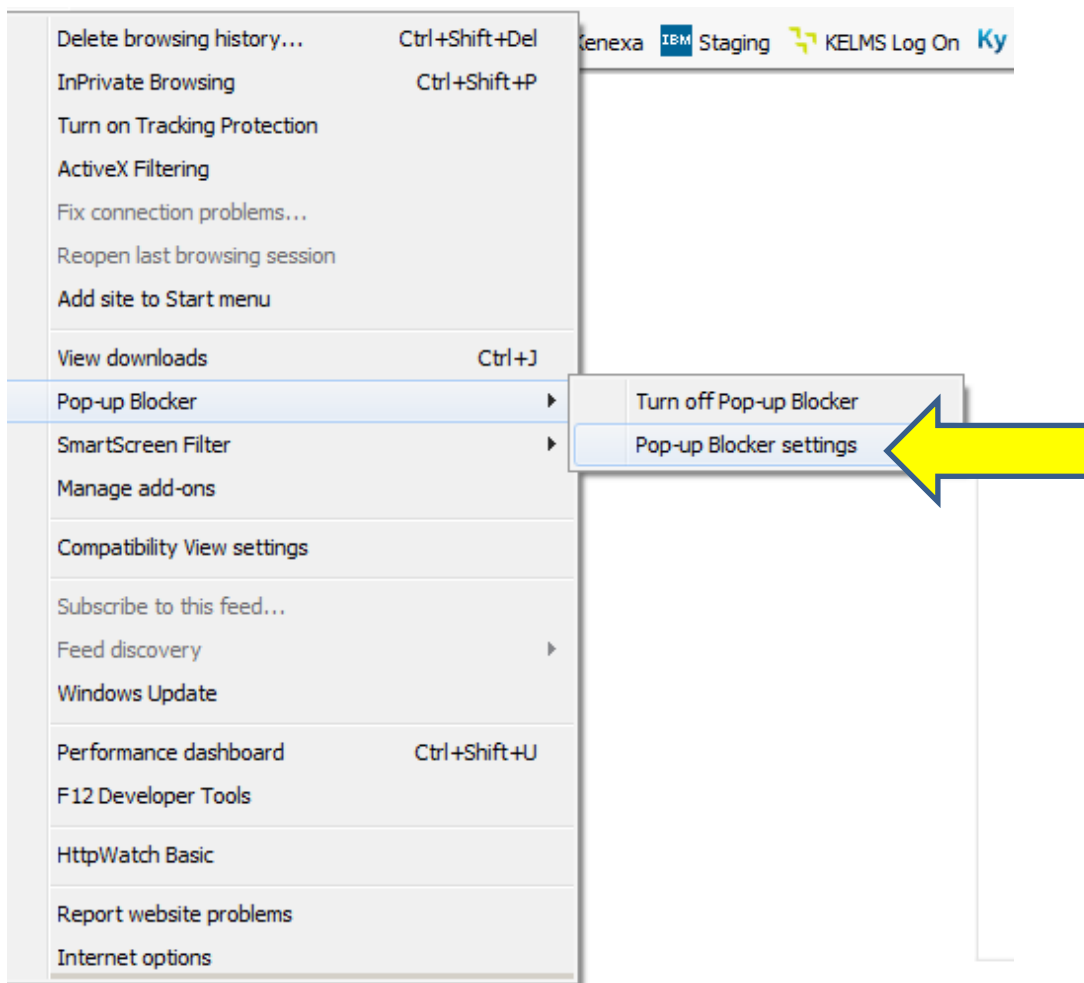


Click on **Tools** and select the following:

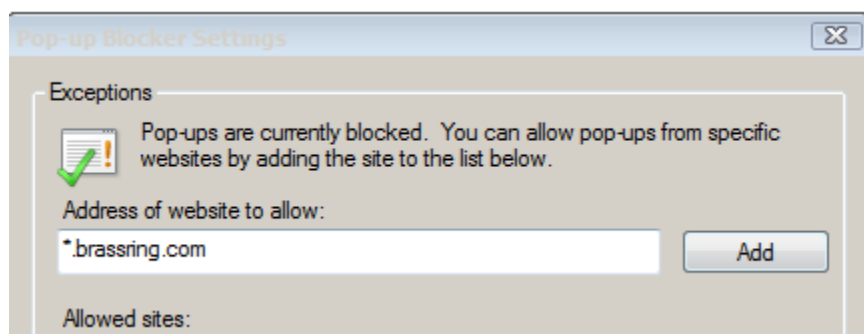
1. Delete browsing history.



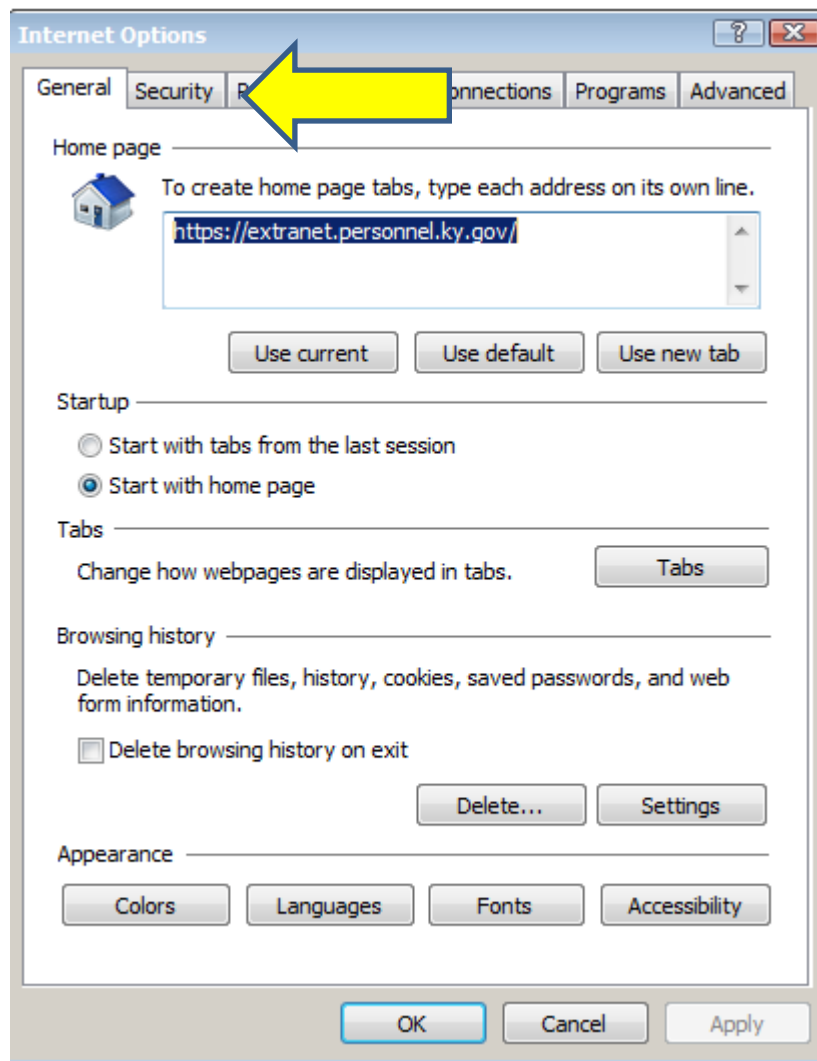
2. Next, Select **Pop-up Blocker > Pop-up Blocker Settings** (if you cannot click on *Pop-up Blocker Settings*, select *Turn on Pop-up Blocker* first).



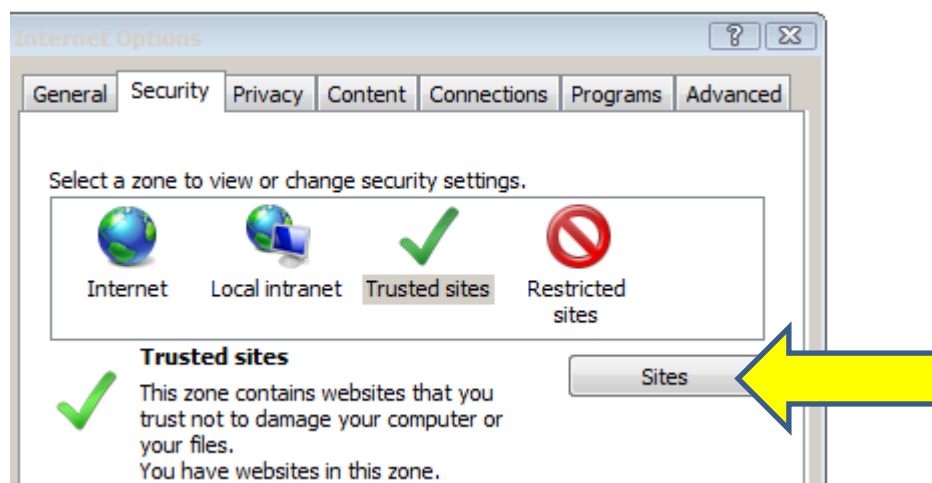
3. Enter ***.brassring.com** in the *Address of website to allow*: Click Add > Close.



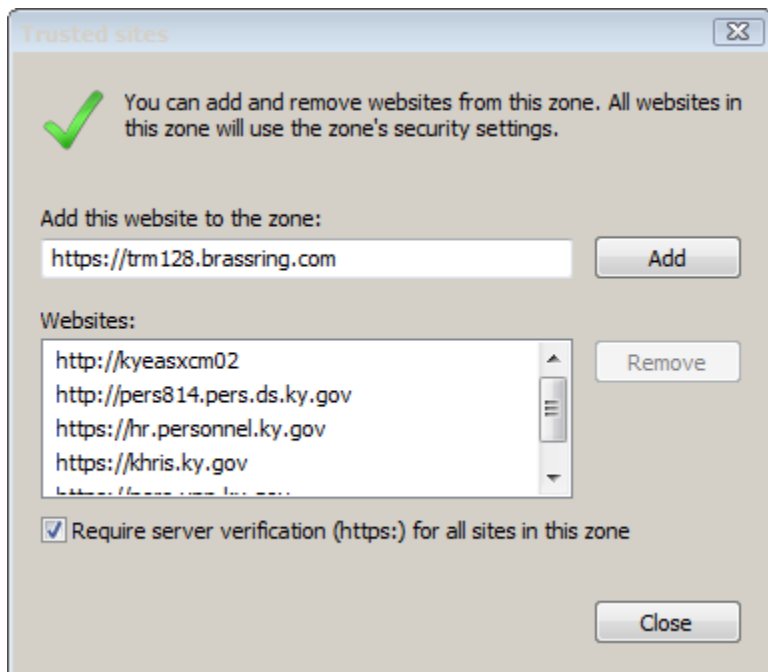
4. Next, from **Tools**, select **Internet options** then click on the **Security** tab.



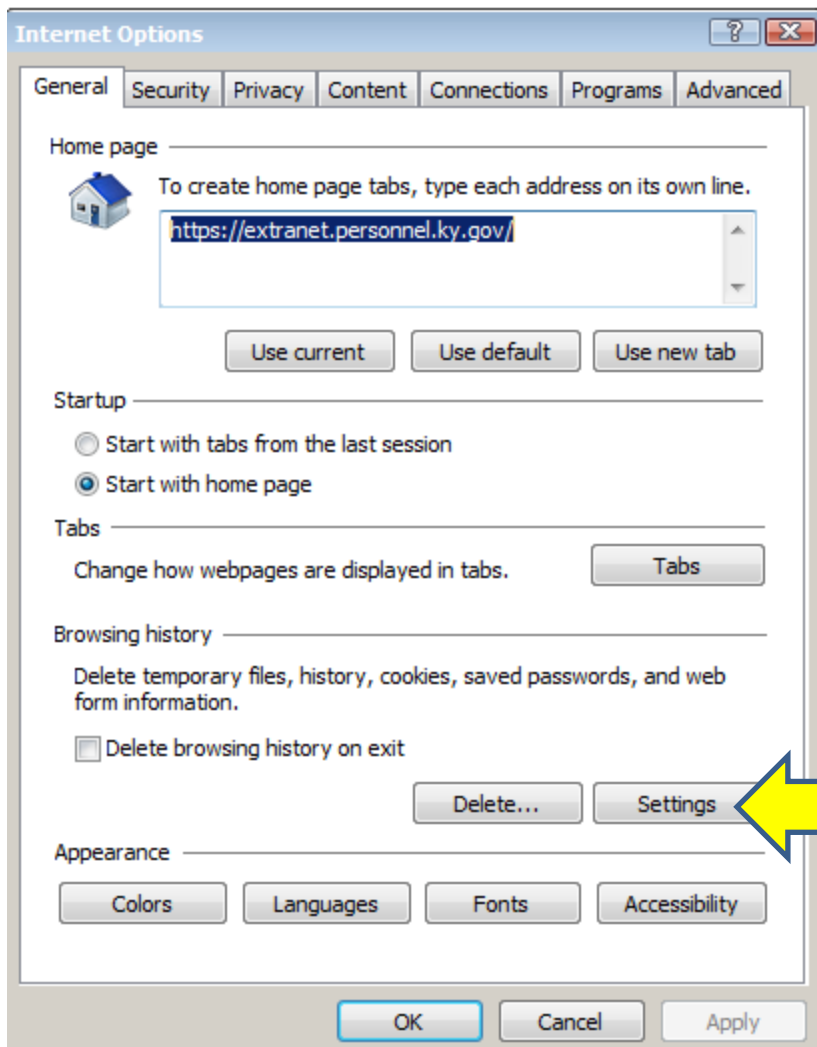
5. Select the green check mark (Trusted sites) then click on the **Sites** tab.



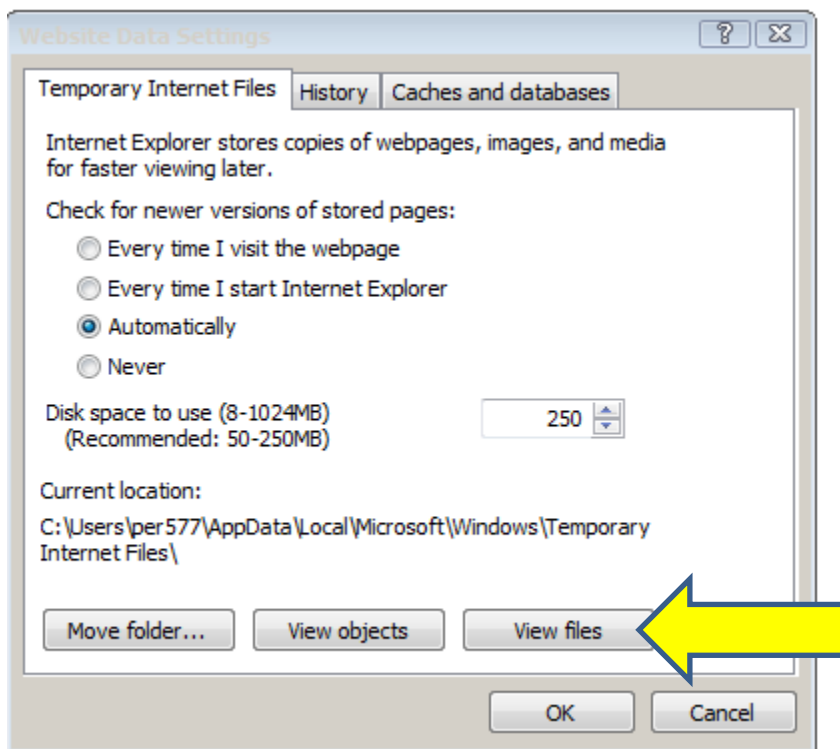
6. Add the address that appears in the window to “add this website to the zone”, then Close.



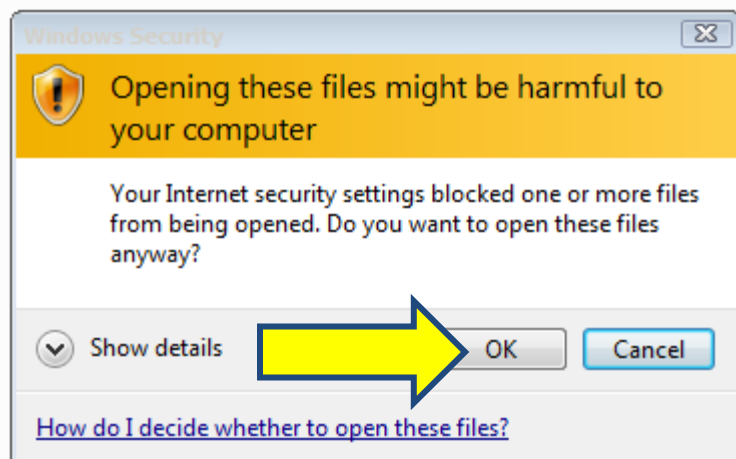
7. Next, from Tools > **Internet options** > select Settings.



8. Then **View files**:



9. Highlight all of the Temporary Internet files listed; then, select > OK.



10. Then, in the next pop-up window select “Delete” in order to delete the temporary files.

11. Refresh your page using the ‘F5’ key on your keyboard.